

**Hey you!** Yes, you! Do you desire a community that is free from violence and abuse in any of its forms? Do you have a genuine passion to support women and children move beyond violence? Do you possess a feminist philosophy and have an understanding of an anti-oppressive framework? Then we just might have the opportunity for you! Keep reading.

### Let's start with the general details

**Position:** Residential Support Workers

No. of Positions: Two (2)

**Location:** Kitchener (Anselma House) and Cambridge (Haven House)

**Status:** Permanent Full-Time

**Hourly Wage:** \$26.59 per hour as outlined in the UNIFOR Local 302 Collective Agreement

So, how do we define a **Residential Support Worker**? The main buckets of work will include;

- supporting women and children to move beyond violence by providing crisis line support, safety planning, ongoing assessment, emotional support through one to one and group activities
- providing community referrals/information, discharge planning and advocacy
- support women to adapt to communal living and facilitate their transition to independence
- the ideal Residential Support Worker would have a flexible schedule, available evenings and weekends.

Given this description we are anticipating the successful candidate would have the following **skills and experience**;

- BSW from a recognized University – preference will be given to MSWs
- SSW from a recognized College with two years' experience in the VAW Sector
- A related or relevant degree or diploma with five years of experience in a related field
- Flexibility and priority setting required to de-escalate crisis situations and to manage the multiple demand of the role.
- Knowledge of the effects of all types of abuse on both women and children.
- Have a feminist philosophy.
- Understanding of an anti-racist and anti-oppressive framework.
- Demonstrated sound judgment and the ability to be decisive in crisis situations.
- Strong organizational and time management skills along with the ability to multi-task.
- Current and informed knowledge of the needs of diverse groups of women and children, such as ability, sexual orientation, gender identity, poverty, survivors of trauma, mental health and addiction issues.
- Knowledge of conflict resolution practices and negotiation techniques, as well as the ability to facilitate meetings, direct situations and implement rules and guidelines.
- Current knowledge of basic criminal and family law, *The Child and Family Services Act* and related legal issues and resources.

- Excellent interpersonal skills, verbal and written communication skills.
- Proficient in the use of computer software.
- Valid driver's license, valid and sufficient insurance coverage and access to a reliable vehicle.

The following would be **assets**:

- Experience in providing crisis intervention, trauma informed, harm reduction support and advocacy, risk and ongoing assessments.
- Experience working with interpreters.
- Knowledge of and skills in accessing and utilizing appropriate community resources.
- Valid First Aid/CPR-C Certificate.
- Ability to speak in two or more languages.

We do also have some **general employment eligibility requirements**;

- Vulnerable Sector Police Record Check
- One Step Tuberculosis Skin Test
- Proof of COVID-19 vaccinations

Okay so this role feels like the perfect fit for you. Great! Now what about **the organization?**

**Who Are We?** Women's Crisis Services of Waterloo Region (WCSWR\*) provides emergency shelter to women and children fleeing abusive relationships. We operate two shelters: Anselma House in Kitchener and Haven House in Cambridge. Our facilities operate on a 24/7 basis, **and we pride ourselves in being more than shelter.** We also offer a robust region-wide outreach support program which supports families who are experiencing or have experienced domestic violence. We believe that everyone deserves to live a life free from abuse.

\*WCSWR supports women, transgender and gender-diverse individuals.

So, the job is a fit, the work is meaningful what about **the culture?**

**What makes WCSWR a great place to work?**

- A full team of staff that are passionate about the cause and about helping others (strong values alignment)
- A culture of encouragement and celebration
- Leaders that are committed to continuous improvement and listen to and act on feedback
- A supportive working environment committed to continuous learning and growth
- Internal programs committed to staff wellness, engagement and development
- Generous total rewards package (health benefits, RRSP, paid time off etc.)

**Make a difference while building your career with WCSWR, voted Waterloo Region's #1 Not- For Profit! by "The Community Edition"**

As excited about this opportunity as we are?

Please submit your resume and cover letter highlighting why you are excited about this opportunity to ATTN; Human Resources at [hr@wcsvr.org](mailto:hr@wcsvr.org).

*Women's Crisis Services of Waterloo Region welcomes and encourages applications from people who identify as male, Black, Indigenous, 2SLGBTQ+, and all equity seeking community members. We are also committed to a barrier-free recruitment process: If you are selected for an interview please advise if you need accommodation for a disability and we will make every effort to accommodate.*

**Only those applicants selected for an interview will be contacted.**